

CHUCK e. FOCUS

Week 20 – May 18, 2018

CHECK OUT THESE NUMBERS!

SHOUT OUT TO THESE OUTSTANDING RESTAURANTS FOR MAKING THE TOP 10 IN SALES INCREASE LAST WEEK!

Restaurant	2017	2018	YOY
1. Muskegon, MI #829	\$7,942	\$13,508	70.1%
2. Superior, CO #711	\$14,083	\$22,004	56.2%
3. North Miami, FL #435	\$26,035	\$38,615	48.3%
4. Rochester, MN #798	\$9,154	\$13,578	48.3%
5. Chicago, IL #685	\$10,037	\$14,427	43.7%
6. St. Cloud, MN #799	\$10,028	\$13,905	38.7%
7. Ann Arbor, MI #334	\$10,034	\$13,820	37.7%
8. Portage, MI #327	\$14,000	\$19,221	37.3%
9. Las Cruces, NM #307	\$10,651	\$14,598	37.1%
10. Burnsville, MN #793	\$12,691	\$17,387	37.0%



RUBY PIN earners



Samantha Krohberger, we are all ever so proud of her and her accomplishments at restaurant #511 – being the first in her DISTRICT to each Ruby Pin Status! Samantha has exceeded expectations with her service and dedication, being with Chuck E., For only 1 ½ years now! Her Managers Daniel De Los Santos and Nicole Leon have taught her well and could not be more proud. Samantha is a very hands on and attentive Party Server. She is always ensuring the birthday child has the best birthday they won't forget. Her hard work

pays off, even her party mom's and dad's think so!

~ Mason's birthday was perfect. Our server Samantha was amazing. She made the experience great. She interacted with the children through out the whole party. You can tell how much she loves her work, the children loved her and the parents were impressed with how well she was with all the children. ~
~ It was really great and not crowded and the party host was super energetic, helpful, and a really sweet person! ~

Jim Hamblen's team is off to the races, with having the honor to award yet another Ruby Pin Earner, Destiny Covey! Team Chattanooga could not be more proud of Destiny, in the 1 year she has been with Chuck E. she is at Ruby status! What is her secret? Throughout the party she always makes sure to have an above & beyond moment with the birthday star. Clear communication is also key with the party parents! Check out some of the responses she has gotten from our guests!



~ Destiny was our party host and she single handedly made the experience incredible. Her attention to detail and warm personality went above & beyond. My daughter felt special and I didn't have to worry about any aspects. She was always one step ahead of everything that needed to be done and provided me with clear options. We will definitely be back and ask for her again. ~

~ My son had a wonderful time having his birthday party at Chuck E. Cheese's. Destiny was our hostess – she did a fabulous job! She stayed in contact with us throughout the party and was very accommodating. ~



a&b moments...

Our middle school recently took our annual field trip to the Chuck E. Cheese location in Bridgeville, PA. this is an annual event and this year was probably one of the best trips ever thanks to Kathleen and the staff at that location. They were so easy and accommodating to work with and made that phase of our planning even easier. The new system of unlimited tokens was also a fantastic feature and as an adult planning the trip for 100 kids and trying to monitor behavior, it was even better. There was no hassle trying to get other kids to chip in more money or trying to swipe tokens from an unsuspecting friend and for our low-income families they were on a level playing field with the other kids. It's an excellent idea. The incentive of being allowed to still go to the prize counter was also a plus. Some actually spent a lot more money which was a plus for your store as well. Kathleen and her crew, thank you for their extreme patience as we tried to make the exchange as ready as possible by the time that they reached the counter. I wanted to make sure that they were recognized for their outstanding efforts.

Northeast Region
Bridgeville, PA #535
RVP Chris Kelly
DM Daniel Bessemer
GM Kathleen Gillette

anniversaries

10 YEARS

Trina Gomez ~ 362

5 YEARS

Sydney Owens ~ 055
Mike Sandoval ~ 370
Selena Martinez ~ 591
Andrew Drayton ~ 828

I am writing to tell you of the excellent care and customer service I received at your store #660 in Portland, OR. On May 4th as I was pulling into the parking lot of your restaurant I had an accident. While no one was physically injured, I found myself badly shaken and I must say, in a bit of shock. I had a little girl with me and it was imperative that I hold it together for her sake. I dreaded going into the restaurant to report the damage fearing that the ensuing commotion might break my resolve. Instead, what I encountered astonished and soothed me. Asst. Manager Mollie Small was the epitome of calmness, efficiency and most importantly, kindness. I was so impressed by her actions. I was extremely grateful because if she had handled it any other way, had she shown even the slightest excitement or disapproval, I think I would have broken into a million tears. Please make note of her actions. In fact, this whole location is worthy of recognition. All the employees there were polite and good natured. Because of their response my little girl was able to enjoy the afternoon of a long awaited trip to Chuck E. Cheese's. I can assure you we will return again and I will recommend you to my friends.

Western Region
Portland, OR #660
RVP Jim Brawley
DM Tony Reynolds
GM Raytina Wieland
Asst. Mgr Mollie Small

An employee named Elton performed as Chuck E. Cheese for the kids during our visit on the 4th. He could not have done a better job! He was the highlight of our visit. He danced with the kids, gave high fives, tossed tickets and posed for many pictures. The smiles on the kids faces prove that he did his job extremely well. Please make sure that he's properly acknowledged. He deserves to be recognized.

Southeast Region
Jackson, TN #667
RVP Bill Eich
DM Maurice Chandler
GM Stephanie Cox
Cast Member Elton

sales contest

XL Pizza upgrades are all the rage! Check out these leaders so far!

Leading Restaurants Per District

Cindy Light

1. Torrance, CA #358

Arshad Khan

1. Bell, CA #446

Wayne Casey

1. Sacramento, CA #410

Patricia Cedillo

1. Murrietta, CA #414

Tim Kerum

1. Costa Mesa, CA #421

John Chudzinski

1. Grand Junction, CO #708

Steve Charlebois

1. Granada Hills, CA #429

Frank Cassar

1. N. Edmonton, AB #835

Tony Reynolds

1. Spokane Valley, WA #344

Todd Bell

1. St. Louis South, MO #855

Louis Deignan

1. East El Paso, TX #852

Adam Shafran

1. Gilroy, CA #373

Denny Lynch

1. Olathe, KS #665

Chad Estrada

1. Grand Rapids, MI #828

Daniel De Los Santos

1. Flushing, NY #647

Denny Sanders

1. Boardman, OH #552

Shawna Vazquez

1. New Hartford, NY #646

Dan Bessemer

1. Altoona, PA #449

Mike Svoboda

1. Bel Air, MD #502

Yuri Pena

1. Union, NJ #542

Angela Brewer

1. Peoria, IL #360

Troy Watring

1. Villa Park, IL #686

Ali Elali

1. Springfield, OH #938

Richard Balboni

1. Dartmouth, MA #751

Susan Jensen

1. Richmond, VA #056

Jon Fiorentine

1. Deptford, NJ #481

Dustin Gasper

1. Racine, WI #726

Alex Sergeychik

1. Sioux City, IA #656

Eric Bargas

1. Wichita Falls, TX #309

Nestor Rivera

1. Dothan, AL #703

Frank Ramirez

1. Pasadena, TX #587

Hashem Saadat

1. Hickory, NC #382

Anthony Chapa

1. Norman, OK #893

Bill Pressel

1. McAllen, TX #588

Seneca Gray-Robinson

1. St. Petersburg, FL #460

Brian Pitre

1. Covington, LA #610

Jim Hamblen

1. Chattanooga, TN #969

Daniel Smoote

1. Houston, TX #571

Peter Panunzi

1. Boynton Beach, FL #781

Kelli Kasper

1. White Settlement, TX #090

Joe Risnear

1. Atlanta, GA #729

Michele Beavan

1. Ft. Wayne, IN #946

Maurice Chandler

1. Tuscaloosa, AL #803

Leading Restaurants per Region

Southeast Region

1. White Settlement, TX #090
2. Ft. Wayne, IN #946
3. Wichita Falls, TX #309

Northeast Region

1. Altoona, PA #449
2. Flushing, NY #647
3. New Hartford, NY #646

Western Region

1. N. Edmonton, AB #835
2. East El Paso, TX #852
3. Bell, CA #446

Leading Restaurants Company

1. White Settlement, TX #090
2. Ft. Wayne, IN #946
3. N. Edmonton, AB #835
4. Wichita Falls, TX #309
5. Altoona, PA #449

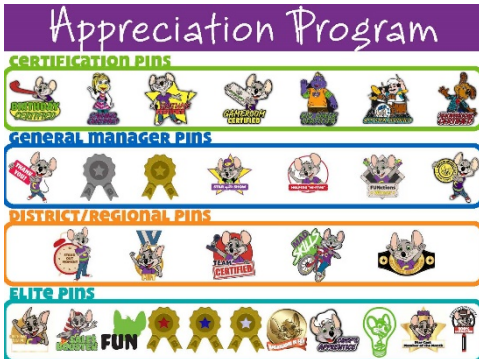


CHUCK E.
LEARNING

PIN PROGRAM POSTERS

Exciting News!

The Pin Program Poster has been updated with all of our latest and greatest pins!



A new poster is being sent out to everyone in this week's mail, please check your Restaurant Postings Guide for the correct placing of this poster in your BOH.
See the next section on updated pin ordering information



RISK
MANAGEMENT

RISK management

TIP OF THE WEEK:

Report all employee injuries and accidents by calling 1-877-232-2524



CHUCK E.
LEARNING

TRAINING materials ORDER FORM

Need to get your hands on the latest and greatest Training Materials?

Not sure what you should or should not have and use?

The Training Materials Order Form has just been updated – again!

What's different?

General Manager Pins:

The General Manager pins, Certification pins, as well as some new additions to our pin collection have just been added to the Training Materials Order form for ordering.

As of June 1st, these pins will no longer be available at ASB

If you need to order more Certification Pins or other pins to show appreciation and recognition after June 1st, please use the Training Materials Order Form which is located on Sharepoint!

If you have any questions, please reach out to

learning@cecentertainment.com



PEST CONTROL

Making the most out of scheduled services

Monthly service alone will not prevent pests. To make the service effective, the restaurant needs to properly prep for the service.

Before Service

- The night of service, the team needs to clear, cover and clean areas. This is to ensure the Pest Tech has access to treat all areas without contaminating food or the areas that it is prepped & eaten.
- See the complete Preparation Checklist uploaded to your Sharepoint.



After Service

- The day after service, locate the Ecolab ticket left behind. It will need to be reviewed and kept in the Ecolab blue binder.
- When reviewed look for the section of the report that list **action items**. The report will list structural & preparation findings. These items must be completed to minimize pest activity.
- **Structural deficiencies** should be reviewed and corrected immediately. In most cases your store tech can repair and save money. If it is a larger issue reach out to your Facility Manager for help.

If you have any further questions or concerns, please contact Gina in Facilities at geldredge@cecentertainment.com



QUARTERLY RECOGNITION



Last week, our EVP of HR Rudy Rodriguez visited some of our Virginia restaurants with AD Susan Jensen. This was the perfect opportunity for him to see some of our Managers of the Quarter and Quarterly Star Award Winners!



GM Iris Chilin #099 Herndon ~
GM of the Quarter and Party Pleaser Star Award
Suzanne Morton #118 Manassas ~
Community Ambassador Star Award
Yesy Morales #654 Sterling ~
Community Ambassador Star Award
Mike Turpel #119 Winchester ~
People Pleaser Star Award
Skyler Stuckey #119 Winchester ~
Cashier AOI of the Quarter

We have got some major Party Host Training going on in Birmingham!

~ Training performed by Party Host Extraordinaire
Showroom AOI Talyssa Pritchett ~



CHUCK E. CHEESE'S

HOT JOBS

General Manager



560 ~ Mobile, AL
355 ~ Valencia, CA
367 ~ Ladera Heights, CA
414 ~ Murrieta, CA
447 ~ La Mirada, CA
768 ~ Pinole, CA
787 ~ Walnut Park, CA
721 ~ Englewood, CO
687 ~ Riverpoint, IL
794 ~ Maple Grove, MN
480 ~ Middletown, NJ
494 ~ Staten Island, NY

513 ~ Queens, NY
381 ~ Charlotte, NC
736 ~ Columbus, OH
737 ~ Columbus, OH
533 ~ Wilkes Barre, PA
537 ~ Monroeville, PA
541 ~ Scranton, PA
860 ~ Sioux Falls, SD
365 ~ Nashville, TN
970 ~ Memphis, TN
580 ~ Valley View, TX
338 ~ Burlington, WA

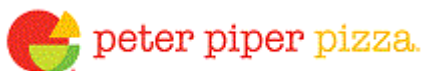
Tech Manager

041 ~ Bakersfield, CA
108 ~ Redwood City, CA
321 ~ Newark, CA
406 ~ Huntington Beach, CA
418 ~ Sun Valley, CA
467 ~ E. Hartford, CT
073 ~ Matteson, IL
341 ~ Kokomo, IN

770 ~ Frederick, MD
775 ~ Towson, MD
753 ~ Leominster, MA
713 ~ Southgate, MI
566 ~ Hattiesburg, MS
511 ~ West Islip, NY
840 ~ Amherst, NY

637 ~ Greensboro, NC
557 ~ Columbus, OH
967 ~ Columbia, SC
055 ~ Knoxville, TN
970 ~ Memphis, TN
416 ~ Arlington, TX
572 ~ Woodlands, TX
928 ~ Midland, TX

Please visit www.chuckecheese.com/careers to review all open Chuck E. Cheese positions



interested in a peter piper opportunity?

General Manager

Tower Plaza, AZ #1282

Please visit <http://www.peterpiperpizza.com/search-jobs.html> to review all open Peter Piper Pizza positions